

### Disability Services Script

1. Hi my name is \_\_\_\_\_ and I am with the state developmental disabilities planning council. I am calling to see who with the city I can talk to about disability access concerns ( If talking to the person skip to B)

What is his/her phone number? Thank you.

Call person

2. Hi my name is \_\_\_\_\_ and I am with the state developmental disabilities planning council. We are putting together a state contact list of ADA contacts and commissions so local residents know who to call if there is an ADA concern. Are the person who handles disability issues brought by the public for \_\_\_\_\_ (town name) i? (If you don't know their job title, find out what their position is).

We also wanted to know if you have a mayor's commission on disability there? (If yes) Who is the contact person for it and how can I reach him/her?

3. We were also curious if towns/cities were getting complaints at all. Do you get any ADA complaints regarding access in your town? How often does that happen? How do you typically handle them?

4.

Additionally and confidentially, we also want to learn from you if you need any support or resources regarding how to handle ADA issues when individuals or families call? And if so, in what areas?

If they are receptive to training, offer to put them in touch with AZ Center for Disability Law, who can give them support and resources. Also let them know about our ADA webinar and offer to send it to them.

Thanks so much for your time! Your input